

CLAIMS

We claim:

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1. A method of obtaining electronic commerce purchases, said method comprising:
accepting registrations from a plurality electronic commerce customers, each said electronic commerce customers providing a customer email address;
providing a registered email address to each said electronic customer; and
accepting transaction acknowledgement email sent to said registered email addresses for transactions between at least one electronic commerce retailer and said electronic commerce customers.

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2. The method as claimed in claim 1, said method further comprising:
storing information from said transaction acknowledgement email into a transaction database.

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3. The method as claimed in claim 1, said method further comprising:
forwarding said transaction acknowledgement email to said electronic commerce customers using said customer email addresses.

1 4. The method as claimed in claim 1, said method further comprising:
2 providing a record of electronic transactions to said electronic commerce
3 customers using a web site.

1 5. The method as claimed in claim 2 wherein storing information
2 from said transaction acknowledgement email into said transaction database comprises
3 automatically parsing said transaction acknowledgement email to obtain said information.

1 6. The method as claimed in claim 2, said method further comprising:
2 datamining said transaction database for desired electronic commerce information.

1 7. The method as claimed in claim 6 wherein said desired electronic
2 commerce information comprises a list of products often purchased using electronic
3 commerce transactions.

1 8. The method as claimed in claim 6 wherein said desired electronic
2 commerce information comprises a relative popularity of various electronic commerce
3 sites.

1 9. The method as claimed in claim 6 wherein said desired electronic
2 commerce information comprises customer demographic information.

1 10. The method as claimed in claim 1 wherein said information from
2 said transaction acknowledgement email comprises products purchased.

1 11. The method as claimed in claim 1 wherein said information from
2 said transaction acknowledgement email comprises product costs.

1 12. The method as claimed in claim 1 wherein said information from
2 said transaction acknowledgement email comprises transaction identifiers.

1 13. The method as claimed in claim 1 wherein said information from
2 said transaction acknowledgement email comprises shipping information.

1 14. The method as claimed in claim 13, said method further
2 comprising:
3 accessing a third party shipping Internet site;

4 retrieving shipment status information using said shipping information or
5 transaction identifiers.

1 15. The method as claimed in claim 2, said method further comprising:
2 assisting said electronic commerce customers with customer interaction with said
3 electronic commerce retailer using said information from said transaction
4 acknowledgement email in said transaction database.

1 16. The method as claimed in claim 15 wherein said customer
2 interaction comprises a product return.

1 17. The method as claimed in claim 2, said method further comprising:
2 targeting special offers to a subset of electronic commerce customers by accessing
3 information in said transaction database.

1 18. The method as claimed in claim 2, said method further comprising:
2 updating said information in said transaction database with shipment information.

1 19. The method as claimed in claim 18 wherein said shipment
2 information is entered by said electronic commerce customers.

1 20. The method as claimed in claim 18 wherein said shipment
2 information is obtained by accessing a web site of said electronic commerce retailer.

1 21. The method as claimed in claim 18 wherein said shipment
2 information is obtained by accessing a web site of a third party shipper.

1 22. The method as claimed in claim 18 wherein said shipment
2 information is obtained from an email message from said electronic commerce retailer or
3 third party shipper.

1 23. The method as claimed in claim 1, said method further comprising:
2 filtering spam sent to said registered email address.

1 24. A method of tracking electronic commerce information, said
2 method comprising:
3 accepting registrations from a plurality of electronic commerce customers;

4 examining electronic commerce transaction acknowledgements from electronic
5 transactions between a plurality of electronic commerce retailers and said
6 electronic commerce customers; and
7 storing information from said electronic commerce transaction acknowledgements
8 into an electronic transaction database.

1 25. The method as claimed in claim 24 wherein storing information
2 from said transaction acknowledgement into said electronic transaction database
3 comprises automatically parsing said electronic commerce transaction acknowledgements
4 to obtain said information.

1 26. The method as claimed in claim 24, said method further
2 comprising:
3 scanning electronic commerce transaction acknowledgement web pages to receive
4 said electronic commerce transaction acknowledgements.

1 27. The method as claimed in claim 26 further comprising:
2 automatically parsing said electronic commerce transaction acknowledgement
3 web pages to obtain said information.
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28. The method as claimed in claim 24, said method further

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comprising:

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receiving electronic commerce transaction acknowledgements in the form of
electronic transaction acknowledgement email from electronic transactions
between a plurality of electronic commerce retailers and said electronic
commerce customers.

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29. The method as claimed in claim 28 further comprising:

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automatically parsing said electronic transaction acknowledgement email to
obtain said information.

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30. The method as claimed in claim 28 wherein said electronic

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transaction acknowledgement email is received directly from said plurality of electronic
commerce retailers.

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31. The method as claimed in claim 28 wherein said electronic

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transaction acknowledgement email is received from email serving sites of said electronic
commerce customers.

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1 32. The method as claimed in claim 31 wherein said electronic
2 transaction acknowledgement email is automatically sent by a filter program on
3 computers associated with said email-serving sites.

1 33. The method as claimed in claim 32 wherein said filter program
2 identifies said electronic transaction acknowledgement email associated with said
3 electronic commerce customers and sends said electronic transaction acknowledgement
4 email.

1 34. The method as claimed in claim 31 wherein said email-serving
2 sites comprise Internet service providers.

1 35. The method as claimed in claim 28 wherein said electronic
2 transaction acknowledgement email is received from said electronic commerce
3 customers.

1 36. The method as claimed in claim 35 wherein said electronic
2 transaction acknowledgement email is manually sent by said electronic commerce
3 ~~customers.~~

1 37. The method as claimed in claim 35 wherein said electronic
2 transaction acknowledgement email is automatically sent by a program on computers
3 ~~associated with said electronic commerce customers.~~

1 38. The method as claimed in claim 37 wherein said program identifies
2 said electronic transaction acknowledgement email and sends said electronic transaction
3 acknowledgement email.

1 39. The method as claimed in claim 24, said method further
2 comprising:
3 accessing an electronic commerce site with authentication information from said
4 electronic commerce customers to receive said electronic commerce
5 ~~transaction acknowledgements.~~

1 40. The method as claimed in claim 39 wherein said authentication
2 information comprises a username and password.

1 41. The method as claimed in claim 28, said method further
2 comprising:
3 forwarding said transaction acknowledgement email to said electronic commerce
4 customers using email addresses of said electronic commerce customers.

1 42. The method as claimed in claim 24, said method further
2 comprising:
3 providing a record of said electronic transactions to said electronic commerce
4 customers using a web site.

1 43. The method as claimed in claim 24, said method further
2 comprising:
3 datamining said electronic transaction database for desired electronic commerce
4 information.

1 44. The method as claimed in claim 43 wherein said desired electronic
2 commerce information comprises a list of products often purchased using electronic
3 commerce transactions.

1 45. The method as claimed in claim 43 wherein said desired electronic
2 commerce information comprises a relative popularity of various electronic commerce
3 sites.

1 46. The method as claimed in claim 43 wherein said desired electronic
2 commerce information comprises customer demographic information.

1 47. The method as claimed in claim 24 wherein said information from
2 said electronic commerce transaction acknowledgements comprises products purchased.

1 48. The method as claimed in claim 24 wherein said information from
2 said electronic commerce transaction acknowledgements comprises product costs.

1 49. The method as claimed in claim 24 wherein said information from
2 said electronic commerce transaction acknowledgements comprises transaction
3 identifiers.

1 50. The method as claimed in claim 24 wherein said information from
2 said electronic commerce transaction acknowledgements comprises shipping information.

1 51. The method as claimed in claim 50, said method further
2 comprising:
3 accessing a third party shipping Internet site;
4 retrieving shipment status information using said shipping information.

1 52. The method as claimed in claim 24, said method further
2 comprising:
3 assisting said electronic commerce customers with customer interaction with said
4 electronic commerce retailer using said information from said electronic
5 commerce transaction acknowledgements in said transaction database.

1 53. The method as claimed in claim 52 wherein said customer
2 interaction comprises a product return.

1 54. The method as claimed in claim 24, said method further
2 comprising:
3 targeting special offers to a subset of electronic commerce customers by accessing
4 information in said transaction database.

1 55. The method as claimed in claim 24, said method further
2 comprising:
3 updating said information in said transaction database with shipment information.

1 56. The method as claimed in claim 55 wherein said shipment
2 information is entered by said electronic commerce customers.

1 57. The method as claimed in claim 55 wherein said shipment
2 information is obtained by accessing a web site of said electronic commerce retailer.

1 58. The method as claimed in claim 55 wherein said shipment
2 information is obtained from an email message from said electronic commerce retailer or
3 a third party shipper.